Silvya Bosibori Ondieki

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PROFILE

Resourceful and multi-talented hotel crew member able to work in diverse areas. Proficient in picking up new procedures and tasks quickly while elevating customer service standards in every role. Personable and friendly with customers and colleagues alike,with experience in Front desk, restaurant food service and production areas.

PROFESSIONAL EXPERIENCE

Baker,Cake Decorator and Private Chef
2019 – present

CissyBakes

Prepared and baked a variety of cakes, pies and pastries
Frost and ice cakes, cupcakes, cookies, doughnuts, sweet rolls and other desserts.
Resolve customer concerns with positive approach and constructive strategies.
Demonstrated creativity and resourcefulness through the development of standard recipes
Deliver services to customers within specific timeframes.
Determined quantity of product to prepare for the the next day operation by maintaining detailed production schedule.
Managed inventory, labor, expenses and other operational processes. Supervised and trained other bakers in the production of a variety of products.
Create custom menus and meal plans based on client preferences resulting in customer satisfaction.
Manage a budget and source high quality ingredients.
Collaborate with event planners and coordinators to execute seamless catering for private events of up to 20 guests.
Provide easy to read cooking preparation instructions for clients.
Consider balance, nutritional variety, color, texture, flavors, shapes and portion sizes when planning menus.
Ensure the cleanliness of the workstation by washing plates, cutlery, glasses as well a swiping down surfaces.

Pastry Chef
2024
Kilimani

Five Beans KE

Welcoming customers, informing them about specials or new items, answering questions, and accepting orders and payments.
Preparing foods, such as sandwiches or baked goods, and grinding and blending coffee beans, brewing coffee and tea, and serving items to customers.
Packaging food and beverages for sale.
Baking and selling pastries, highlighting the differences between items, and educating customers about the products sold.
Cleaning and restocking work and dining areas, emptying trash and sanitizing equipment and utensils.
Learning about brewing methods, beverage blends, food preparation, and presentation techniques to improve food quality.
Updating signage and displays to attract customers.
Taking inventory and replenishing items in display cases, at tables, or behind the counter.
Working as part of a fun, high-energy team.
Adhering to all food safety regulations and quality controls.
Decorating all the pastries and cakes

Web Developer
2023

Freelance

Meet with clients to discuss their website design and requirements
Create and test apps for the website
Code for the site using HTML or XML and/or other programming languages
Engage with members of my team to ascertain the kind of information the site should contain
Work with designers, such as graphic designers, to determine the site's layout
Integrate audio, video, and graphics into the site

Quality-test and troubleshoot the website and/or its applications in various
browsers

Hospitality Intern 2022
Kenya Safari Lodges and Hotels
Gained experience in all hotel operations including food and beverage service and
production, Front desk, housekeeping ,sales , marketing and reservations.

SKILLS

Soft Skills
- Excellent Organization skills
- High Level of creativity and Innovativeness.
- Clear team communication
- Attention to detail and precision
- Keen eye for aesthetics
- Active learner
- Time management

Technical skills
- HTML and CSS
- Javascript
- UI/UX design
- JQuery
- Bootstrap
- Python
- Django

EDUCATION

Certificate in Computer Packages 2020
Egerton Unversity

Dipoma in Hospitality Management 09/2020 – 12/2022
Kenyatta University

Kenya Certificate of Secondary Education 2016 – 2019
Naivasha Girls High School

Kenya Certificate of Primary Education 2015
Samoei Education Centre

COURSES

Introduction to Javascript 06/2023 – 08/2023
Code First Girls

Introduction to Interactive Websites 07/2023 – 08/2023
Code First Girls

Introduction to Web Development 02/2023 – 06/2023
Code First Girls

Introduction to Coding 05/2023 – 06/2023
Code First Girls

LANGUAGES

Kiswahili English

AWARDS

Best Project 2023
Code First Girls
After the introduction to web development course you are required to submit a
project showcasing the skills you have learned during the class either alone or
within a team. My team and I did a project of a recipe website and it won as the
best project for the cohort.